

Boundless Outdoors

Multi Academy Trust FAQ

Multi Academy Trust FAQs

Provider vetting and compliance

Do you hold public liability and safeguarding insurance? Yes. Details available on request as part of our provider information pack.

What accreditation do you hold?

Bell Heath holds the LOtC Quality Badge, Adventure Mark and AHOEC Gold. Malvern holds AALS accreditation, regulated by HSE. Both are recognised quality marks.

Are your instructors DBS checked?

Yes, all instructors hold Enhanced DBS checks.

Are you a commercial or not-for-profit provider?

Not-for-profit. Any surplus goes back into the centres to make them better for our groups

Can you provide risk assessments and method statements for our own risk register?

Yes. Details available on request.

How long does the provider vetting process typically take, once a school starts it?

Our school residential vetting process typically takes 24 hours.

Trust-wide process

If one school in our trust already books with you, does another school need to vet you separately?

No. Once we've completed provider information for one school, that pack can be shared with your Trust EVA so other schools can book without repeating the paperwork.

How is invoicing handled if multiple schools in our trust are booking, one invoice to the trust or one per school?

Either. When it comes to invoicing we want to make it easy for you, so it is at your request – either direct with the individual school, or via your central office.

What's your cancellation and rebooking policy for a residential trip?

Dates are offered up to 2029 currently, and schools are invited to book before they leave Boundless. All bookings require a none-refundable 25% deposit to confirm the booking.
A booking can be changed up to 10 weeks prior to the visit with no penalty. Closer to the 10 week date, the final charge is against the original booking confirmation.

We don't yet have an approved supplier list. How would we add Boundless as we're setting on up?

Once you have the proforma set up we can submit all the information you require. This would normally take 24hrs.

Educational case and outcomes

Do you have examples or outcomes from other trusts already working with you?

We work with around 60% of Worcestershire schools already, and 90% of our business is made up of repeat bookings. We hope this speaks for itself but of course, we are happy for schools to talk to each other and find out what a Boundless visit is really like. For example, Boundless works with schools inside Tudor Grange Academies Trust and the Rivers Academy Trust. The courses offered are tailored to the specific outcomes of these schools, commonly linked to the their ethos but where specific objectives are required (for example National Curriculum or year group topics) we adapt the sessions to fit. We have existing relationships across three SEND-focused trusts (Forward Education Trust, Education Impact Academy Trust and Birmingham Special Schools Trust). Each year we try to support free courses through government funded schemes where funded places have very specific requirements around eligibility, often requiring programmes to be developed to achieve the stated outcomes, adventures away, Generation Green etc.

How do your activities link to curriculum and personal development outcomes?
Everything we do at Boundless is around the individual. All our sessions are constructed in way that works with your school, so that each child learns and achieves personal growth. If you have aims or objectives, or if there is specific topic you would the activities to be linked to, we make sure the correct team of skilled instructors are in place to facilitate this. We can also offer dedicated national curriculum activities to bring applied learning through STEAM, geography and History.

SEND provision

Are you able to support pupils with SEND?
Yes, this is built into how we plan visits, not added afterwards.

Planning a SEND Residential Trip:

How do you handle EHCP, medical and dietary needs on a residential?
At Boundless we work closely with you and your school/s to make sure all areas of support are covered. Our course directors will work with the groups to make sure all EHCP and medical concerns are covered. We have highly skilled and suitably qualified team that have been working in the industry for many years and there is nothing we can not deal with. For individuals who require technology to support their visit we have dedicated wifi networks purely for medical and personal requirements. At both centres we have a dedicated team that cook every meal fresh and adapt menus to suit the group/s. Where specific dietary requirements are needed we will liaise with group leader prior to the visit to make sure the appropriate provision is in place.
What are your staff-to-pupil ratios, and do they change for SEND groups?
Our standard session ratio is 1:12 / 1:14 (depending on the activity). This can be altered depending on the group's activity and requirements. Regarding SEND provision we will work with your organisation to assess the appropriate levels of support Boundless needs to offer.
Where individuals need individual support staff, we recommend these come with the group as they have a far greater understanding of the individual's needs. With a specialist SEND groups we will reduce the ratios down to 1:6 if appropriate.
Do you arrange transport, or does the school organise its own coach?
We can support local schools within Malvern with minibus travel. Large groups and groups further away than Malvern will need to arrange their own transport as we have found this is a cheaper option for schools. (However, please ask about our £500 coach offer)
What's the accommodation split, and is any of it step-free?
Malvern's accomodation is set on the side of the hills and with the centre dating back to the 1910's, there is a broad range of buildings on site. Boundless Outdoors has taken on significant modernisation programme around site, culminating in 2026 with a £1million dining facility, set amongst the tree tops, it is lovingly known as The Canopy. The accommodation spans 3 blocks with separate facilities. This means no schools will share any facilities with another group. The accommodation is split into South Block (56 bed), North Block (44 bed) and The Chalet (18 bed) and each block has its own character. For groups with individuals where movement is a concern our chalet is all on one level with accessible showers and toilets.

Bell Heath is one large building on a single level with flat grounds and large paths. It has 76 beds split into two wings with ensuite washroom for staff and a large common room. There is a dedicated disabled washroom with hydraulic change bed to support staff and individuals. In the summer a large glamping village is built with proper beds for teachers and school staff, all with power to the tents. Like all our accommodation nothing is shared so there is a dedicated shower block and common area.